



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James

Art Unit: 2642

Serial No.: 09/584,306

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY  
CONFIGURATION INFORMATION WHILE  
AUTOMATICALLY MONITORING AND DISPLAYING SUCH  
INFORMATION IN A CALL CENTER

Attorney  
Docket No.: 77526

RECEIVED

JUN 09 2004

Technology Center 2600

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued Examination filed herewith, please amend the above-identified application as follows: